



# FSA Ombudsman News

Phone: (202) 377-3800

Website: [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov)

Email: [fsaombudsmanoffice@ed.gov](mailto:fsaombudsmanoffice@ed.gov)

February 2004

*"It's not about who's right...it's about doing the right thing!"*

## Did you know:

- Ombudsman Assistance requests can be filed on-line through: [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov)
- Electronic filings of the Free Application for Federal Student Aid (FAFSA) have increased over 30% from FY 2003.
- FSA Ombudsman Research cases for year to date FY 2004 have decreased 6% over the same period in FY 2003. Have you seen a similar decrease in cases?

### FSA Ombudsman DC Staff: (202-377-3800)

Debra Wiley  
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Linda Hall  
Roz Adams  
John Laughner (intern)  
Manuel Mendoza (intern)

(See the *Ombudsman Contact List* for specialists in Kansas, Iowa, Chicago, Atlanta, San Francisco)

## Feature Item:

#1 category for Research cases?

*Loan Cancellation/Discharge, especially Total and Permanent Disability. The regulations, the systems, and the process all seem to contribute to the confusion and frustration of borrowers.*

Useful Ombuds websites:

The United States Ombudsman Association:

[www.usombudsman.org/](http://www.usombudsman.org/)

The Ombudsman Association:

[www.ombuds-toa.org/](http://www.ombuds-toa.org/)

University and College Ombudsman Association:

[www.ucoa.org/](http://www.ucoa.org/)

## REGISTRATION IS OPEN!!

### Tentative Agenda for the Student Loan Ombudsman Annual meeting:

(There is no charge for this event.)

► **Wednesday, March 17**

"Identity Theft"

"Going from Can't to Can"

"Customer Service vs. Customer Satisfaction"

"A Borrower's Bill of Rights"

► **Thursday, March 18**

"Dealing with Difficult Situations/People"

"Total and Permanent Disability"

Confirm your attendance by sending an e-mail to:

[Thaddeus.Bartkowiak@ed.gov](mailto:Thaddeus.Bartkowiak@ed.gov)

(Thanks to those who have already registered.)

## Food for thought....

Puzzled by a case? Looking for different points of view in the Ombuds community? Send in your (anonymous) case facts. We will put the case on the ListServe for comments and include responses in a future issue of *FSA Ombudsman News*. Please forward case facts to [Linda.Hall@ed.gov](mailto:Linda.Hall@ed.gov).

## Ombudsman Kudos to:

Entities who have updated the contact information for the FSA Ombudsman. The correct address is:

Via e-mail: [fsaombudsmanoffice@ed.gov](mailto:fsaombudsmanoffice@ed.gov)

VIA telephone: 1-877-557-2575 (toll free) or 202-377-3800

Via fax: 202-275-0549

Via mail: U.S. Department of Education  
FSA Ombudsman  
830 First Street N.E.  
Washington, D.C. 20202-5144

Via on-line assistance:

<http://www.ombudsman.ed.gov>

NOTE: [www.sfahelp.ed.gov](http://www.sfahelp.ed.gov) has been deactivated.

## OmbudSpeak:

**Im-par-tial:** (im-'pär-sh&l), adjective- Not partial or biased; treating or affecting all equally.

**Neu-tral:** ('nü-tr&l, 'nyü-), adjective - not engaged on either side; *specifically*: not aligned with a political or ideological grouping.  
[www.webster.com](http://www.webster.com)

## Coming Events

**March 17--18** Student Loan Ombudsman meeting (following the NCHELP Debt Management meeting). Hilton Myrtle Beach Resort, Myrtle Beach, South Carolina. (843) 449-5000.

**March 29 – 31** FSA Spring Conference, New York City. For more information, go to: <http://edeworkshop.ncspearson.com>. Education Secretary Rod Paige is scheduled to speak.